

Vivekanand ShikshanSanstha,
**Vivekananda Arts, Sardar Dalipsingh Commerce
& Science College, Aurangabad.**

Board of Studies meeting for designing the syllabus of

Certificate Course in Spoken English and Personality Development

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Syllabus

Unit A: Phonetics (25 lectures)

1. Received pronunciation
2. Speech mechanism
3. Speech sounds
4. Threefold pronunciation
5. Transcription

Unit B: Communication (45 lectures)

1. Telephone Etiquette (04 lectures)

Making and receiving a phone call, Telephone: talking and leaving a message, Telephone English, telephone tips, dealing with a wrong number, calling for help in an emergency, making enquiry on the phone, telephone conversation, handling complaints, making enquiry

2. Situational Conversation (05 lectures)

At the..... doctor's , post office, bank, railway station, bus stop, college, government office, book shop, airport, party, asking about a course, taking an admission, market, hotel, cinema, library, restaurant etc.

3. Public Speaking (10 lectures)

Meeting people, exchanging greetings, introducing yourself, introducing people to others, giving personal information, getting people's attention, giving instructions/clarifications, making request and responding, asking for/ giving directions, apologising and responding to an apology, congratulating and responding, paying compliments and responding, asking for, giving and refusing permission , describing daily routines, asking for time and date.

4. Group Discussion (10 lectures)

Meaning of GD, characters tested in a GD, types of GD, skills required in a GD, behaviour in a GD, essential elements of GD, GD etiquettes, areas to be concentrated while preparing for a GD, techniques to initiate a GD, non-verbal communication in GD, movements and gestures to be avoided in a GD.

5. Debating (05lectures)

Introduction, main features of a debate, analytical skills, types of debates, important features of debates.

6. Interviews Skills (03 lectures)

Why an interview? Types of interview, interview myths, interview panel, types of questions asked, how to answer in an interview, common interview mistakes, the case for preparation, what you know and do, common mistakes that you wouldn't want to do, dress code at interview, interview etiquettes, quick tips- how to present well in interview, how to search job effectively.

7. Presentational Skills (03 lectures)

Introduction, various presentation methods, planning, preparing, practising, suggestions for nervous speakers, physical behaviour, use of correct voice, use of audio-visual devices, barriers to effective presentations.

8. Soft Skills (05 lectures)

Introduction, what are soft skills? Importance of soft skills, difference between soft and hard skills, selling your soft skills, attributes regarded as soft skills, soft skills- social, identifying your soft skills, improving your soft skills, soft skills training, train yourself, top 60 soft skills, practising soft skills, measuring attitude.

Unit C: Writing (10 lectures)

1. Letter writing (05 lectures)

Art of letter writing, types of letter writings.

Personal or family letters- family members & friends, invitation letters for family programs such as wedding, reception, anniversary etc., congratulating someone.

Formal or business letters- application for jobs, complaint, resignation, apology, congratulations, appreciations, sales letters etc.

2. Art of writing E- mail (02 lectures)

Introduction, the mail magic, use of appropriate salutations, list of abbreviations, make the subject matter significant, keep a dictionary close by, use of commas, use of smileys, include previous message, shorten the file attachment, be polite, and reciprocate good deeds.

3. Curriculum vitae/ Resume (03 lectures)

Meaning and differences among Bio-data, CV and Resume, the purpose of CV writing, types of resumes, interesting facts about resume, CV writing tips, CV/Resume preparation- dos and don'ts, design of CV, the content of resume, references, common blunders, key skills that can be mentioned in the resume, covering letter.

Unit D: Personality development and other (10 lectures)

1. Career Planning (02 lectures)

Benefits of career planning, guidelines for choosing a career, developing career goals, time management.

2. Self Discovery (02 lectures)

Introduction, importance of knowing yourself, process of knowing yourself, SWOT analysis, benefits of SWOT analysis, using SWOT analysis.

3. Developing Positive Attitude (02 lectures)

Meaning and features of attitudes, attitudes and behaviour, change of attitude, ways of changing attitude in a person, attitude in a workplace, the power of positive attitude, developing positive attitude, positive attitudes and its results, overcoming negative attitudes.

4. Etiquette and Manners (02 lectures)

Modern etiquette, benefits of etiquette, classification of etiquette, poor manners, practising good manners, social manners to get respect from others.

5. Vocabulary (02 lectures)

Importance of vocabulary, how to build vocabulary.